



Understanding Your New Water & Sewer Bill

Easier to read. More informative.

1. Summary Detail

Information about the account including your Account Number, Bill Date, Bill Number, and Account Parcel Number.

2. Due Date

Payment must be received by this date to avoid interest charges.

3. Meter Readings and Usage

The Previous Read Date is the beginning of the billing cycle and the Current Read Date is the end of the Billing Cycle. The Previous and Current Readings are the amount of water registered on your meter on those dates. The difference between these two reads is your Current Usage which is the amount of water used this billing period. Read Code indicates whether the read is actual or estimated.

4. Charges and Tier Schedule

This section shows how much of your total usage was used in each of the 3 possible Tiers. The Rate Schedule can be found at arlingtonma.gov/water (click Rate Schedule in left hand navigation). Admin Charge helps to cover the cost of providing account services to our customers.

5. History

This shows past usage over 5 previous billing cycles.

6. Details of Current and Past Due Charges

All charges that make up the bill. This includes Previous Balance, Interest on outstanding balances, and the Total Current Bill for this quarter.

7. Total Due

This amount must be paid and received by the due date. Interest charges will result if payments are received after the due date.

8. Right to Dispute


Excellent Customer Service is our goal. Before the due date of the bill, please contact us to request review of your bill for any reason by using our "Bill Inquiry Form" found at arlingtonma.gov/water. This process allows us to track and resolve inquiries most efficiently.

9. Payment Coupon

To pay by mail: use the envelope included with your bill, detach the tear-off payment coupon portion and include it with your payment. To pay online visit arlingtonma.gov/treasurer (click "Pay / Bill Look Up," select "Water/Sewer Bill")

10. Optional Donations

You can include optional donations in addition to your Total Due in these boxes.



Town of Arlington
730 Massachusetts Ave
Arlington, MA 02476
Treasurer's Office
Phyllis L. Marshall, Collector
781-316-3102
arlingtonma.gov/water

Billing Questions
781-316-3040
arlingtonma.gov/treasurer

Water Usage Questions
781-316-3102
arlingtonma.gov/water

Water and Sewer Bill
Keep this copy for your records

Customer Name ARLINGTON WATER SEWER CUSTOMER						Meter Location 15 TEST BILL WAY	
1 Account Number 1XXXXXX1		2 Bill Date 04/01/2022		3 Bill Number 100189		4 Parcel Number 0000000000	
5 Due Date 05/20/2022		6 Meter Number(s) 123456789		7 Previous Read Date 11/30/2021		8 Current Read Date 02/28/2022	
9 Previous Reading 45		10 Current Reading 45		11 Read Code E		12 CCF 0	
13 Tier Schedule		14 CCF		15 Water Rate		16 Water Charge	
TIER 1 0 - 15 CCF		0		\$7.08		\$0.00	
ADMIN CHARGE						\$8.34	
TOTAL						\$0.00	
						\$15.08	
						\$15.08	

SAMPLE


1 HISTORY PERIOD 02/22 0		2 BILLED USAGE 11/21 45		3 1 CCF equals 748 gallons		4 READ CODE A = Actual E = Estimate F = Final	
5 Previous Balance						\$793.13	
6 Interest						\$1.96	
7 Total Current Bill						\$15.08	
8 Total Due						\$810.17	
9 Scholarship Foundation Donation							
10 Elderly & Disabled Tax Aid Donation							
11 Total Paid							

THIS BILL IS BEING GENERATED BY ARLINGTON'S NEW WATER & SEWER BILLING SOFTWARE. FOR MORE DETAILS PLEASE VISIT ARLINGTONMA.GOV/WATER

AVOID HIGH FUTURE BILLS. If there is an "E" or a "0" consumption on your bill, contact the Water Department immediately. **RIGHT TO DISPUTE YOUR WATER/SEWER BILL:** If for any reason you believe your water bill is in error (including estimated and 0 usage bills), you must file a dispute, in writing, explaining what you believe the error to be. Use the Bill Inquiry Form found at arlingtonma.gov/water. The Bill Inquiry Form must be received before the due date or your right to dispute is forfeited. All bills must be paid as issued on or before the due date to avoid interest charges while the bill is being reviewed. All disputes/bill inquiries must be emailed to DPWwaterbillquestions@town.arlington.ma.us

Town Hall Hours: Mon-Wed 8:00am-4:00pm; Thurs 8:00am-7:00pm; Fri 8:00am-12:00pm

Pay Online at arlingtonma.gov/treasurer



Water and Sewer Quarterly Bill

Make Check Payable and mail to:
Town of Arlington
P.O. Box 248
Arlington, MA 02476-0990

Please include Account Number on Check

ARLINGTON WATER SEWER CUSTOMER
15 TEST BILL WAY
ARLINGTON, MA 02474

9 Meter Location: 15 TEST BILL WAY

10 Account # 1XXXXXX1

11 Bill Number 100189

12 Previous Balance \$793.13

13 Interest \$1.96

14 Total Current Bill \$15.08

15 Total Due 05/20/2022 \$810.17

16 Scholarship Foundation Donation

17 Elderly & Disabled Tax Aid Donation

18 Total Paid

☐ Check here for Change of Address. See reverse side of bill.

0216604202200100189000000810176

Look at the Back of Your Bill

You will find detailed information about water and sewer billing policies and procedures, rates, and regulations.

You can submit a change of name and/or address for your Water and Sewer Bill by using the back of the payment coupon OR completing a "Water/Sewer Billing Address Change Form" found at arlingtonma.gov/treasurer (under Common Forms and Documents)

Contact Us

Town of Arlington
Water and Sewer Division

DPWwaterbillquestions@town.arlington.ma.us